

JUDICIAL COUNCIL OF CALIFORNIA

Administrative Office of the Courts 455 Golden Gate Avenue San Francisco, California 94102
415-865-4272 Telecommunications Device for the Deaf Web site: www.courtinfo.ca.gov/careers

EMPLOYMENT OPPORTUNITY

JOB TITLE: SYSTEMS ADMINISTRATOR II - SACRAMENTO
LOCATION: SACRAMENTO, CA (Northern / Central Region office)
JOB REQUISITION: 002894

OVERVIEW

Reporting to the Technical User Support and Training Supervisor, the Systems Administrator II position with the Information Services Division (ISD) of the Administrative Office of the Courts (AOC) provides desktop support for up to 100 computer systems, plus a full range of systems operations support for hardware and software issues. This position is located in Sacramento.

RESPONSIBILITIES

Equipment/System Implementation:

- Install and operate systems, servers, personal computers, laptops and other peripheral equipment in a Microsoft Windows 2000/2003/XP environment using telecommunications, network internet, remote access, and other systems environments;
- Plan and implement software upgrades using business application software;
- Keep up with current technologies and applies updates to hardware and software;
- Establish and maintains user accounts on the system;
- Perform other systems administrator duties as needed;
- Create and deploy Ghost images.
- Assist Sr. Systems Administrator at local site as directed.

Maintenance, Monitoring & Troubleshooting:

- Maintain, troubleshoot, diagnose and repair personal computers, servers and related equipment;
- Assist users on Microsoft Office Suite: electronic mail (Outlook), word processing (Word), spreadsheet (Excel), and database problems (Access);
- Ensure the reliability and integrity of the data files critical to internal and external users;
- Fine-tune and maximize systems operations and monitors disk space usage;
- Identify and resolve problems;
- Work with cross functional teams;
- Provide technical assistance to internal and external users for installed applications;
- Maintain a library of backup tapes and logs; archives and retrieves information from this library as requested;
- Maintain inventory for computer equipment, user accounts, configurations, software releases and associated supplies; and
- Transport equipment and materials to and from various locations.
- Assist Sr. Systems Administrator at local site as directed.

Occasional work during non-business hours (evenings, weekends, and holidays) to respond to information systems emergencies will be required. The incumbent may be required to travel statewide as necessary. Overnight trips of up to one week at a time may be needed.

QUALIFICATIONS

Education and Experience:

Equivalent to graduation from high school and two years of technical experience operating and supporting a local area network and providing technical support; **or** one year as a Systems Administrator I with the judicial branch.

Skills and Knowledge:

- Systems administration experience in a Windows 2000/2003/XP environment;
- Knowledge of Microsoft Office Professional 2000/2003 suite (Outlook, Word, Excel, PowerPoint);
- Familiarity with remote access solutions & web-based technologies;
- Familiarity with the following hardware:
 - Dell laptops/notebooks
 - HP desktops, servers and printers
 - Palm OS-based and Windows-based PDA's/Smartphones

Ability to:

- Assess users requirements and implement creative solutions;
- Organize, prioritize and coordinate own work activities to meet critical deadlines;
- Assist off-site system support staff on an as-needed basis during server deployment, migration, and/or network development;
- Maintain accurate records of work performed;
- Communicate effectively, orally and in writing;
- Transport equipment and materials weighing up to 60 pounds;
- Work effectively as a member of a team under severe time constraints;
- Establish and maintain effective working relationships with team members and AOC users; and
- Ensure high level of user satisfaction and customer service in all activities.

HOW TO APPLY

This position requires submission of an official application, along with your responses to the mandatory supplemental questionnaire. You have the option to submitting a resume along with the application and supplemental questionnaire responses.

To ensure consideration of your application for the earliest round of interviews, please apply immediately; however, this position will remain open until filled. To complete an online application, please visit our Web site at **www.courtinfo.ca.gov/careers** . Click on "View postings and apply for jobs", and search for job requisition 2894.

OR

To obtain a printed application, please visit:
Administrative Office of the Courts
455 Golden Gate Avenue, 7th Floor
San Francisco, California 94102-3688
415-865-4272 Telecommunications Device for the Deaf

Or download and print a copy of the application under the "Special Access and Application Help" section on our careers website.

PAY & BENEFITS

SALARY RANGE: \$4,330 to \$5,527 per month
(Starting salary may vary between \$4,330 and \$4,763 per month.)

Some highlights of our benefits package include:

- Health/Dental/Vision benefits program
- 13 paid holidays per calendar year
- 1 personal holiday per year
- Choice of Annual Leave or Sick/Vacation Leave

- \$110 transit pass subsidy per month
- CalPERS Retirement Plan
- 401 (k) and 457 deferred compensation plans
- Employee Assistance Program
- Basic Life and AD&D Insurance
- FlexElect Program
- Long Term Care Program (employee paid/optional)
- Group Legal Plan (employee paid/optional)

The Administrative Office of the Courts Is an Equal Opportunity Employer.

Supplemental Questionnaire
for
SYSTEMS ADMINISTRATOR II - SACRAMENTO
Job Req #002894

Your responses to this supplemental questionnaire must be submitted with your application in order for your application to be reviewed. As a part of the online application, you will have the opportunity to submit your responses.

The questionnaire is intended to provide more detailed information about your work experience and will allow us to better assess your qualifications. In each of your responses, please indicate for which employer you performed these functions.

1. Describe a time when you anticipated potential problems and developed preventative measures.
2. How do you stay current with new and emerging changes within the technical field?
3. Tell me about a time when your coworkers gave you feedback about your actions. How did you respond? What changes did you make?
4. Based on your experience as a system administrator working with Windows 2000/XP, briefly explain the differences between forward lookup and reverse lookup in DNS.
5. If you had to troubleshoot technical issues as a system administrator, can you provide a brief definition for "binding order" in a Windows 2000/XP environment?
6. If you have access to the client workstation in Windows 2000/XP, how can you force the PC to give up the DHCP lease?